Customer Catalog of Reimbursable Services for Fiscal Year 2018

Ft. Detrick Network Enterprise Center

Sparks the Connection from Customer to Cutting Edge!

1 August 2018

LOYALTY, HARMONY, ACCURACY

INSIDE THIS ISSUE:

Director's Introduction

The Network Enterprise Center (NEC)– Fort Detrick is responsible for providing, protecting, and defending LandWarNet connectivity in support of Fort Detrick. This connectivity includes data networks and telephone systems. Dwindling resources and the great demand for available resources has lead the U.S. Army to develop a more business-like approach to providing services.

New for FY18, the Network Enterprise Center (NEC)– Fort Detrick, has updated our services to align with the latest version of the Army's Command, Control, Communication, Computer and Information Management (C4IM) Services list. The latest version of the C4IM Services List has updated the numbering schema; Automation, formerly service area 19 is now service area 700, Communication Systems and Systems Support, formerly service area 15 is now service area 701, Information Assurance, formerly service area 18 is now service area 703. The change in numbering system is to synchronize the number system used by the IT community with that used for Installation Status Reporting. The C4IM Services List also identifies services as either Baseline or Mission Funded; a third category, Enhanced Baseline, although not identified in the C4IM Services List represents a standard exceeding baseline performance, but does not fall within the Mission category. Network Enterprise Centers are direct funded by the Army to provide all baseline services at no expense to Army activities on Army installations. Services exceeding baseline (Enhanced Baseline) as well as Mission services are beyond the resourced capability of the Network Enterprise Center and will be provided only on a reimbursable basis IAW established Army Regulations and/or Policies. To summarize:

- Army activities will reimburse Network Enterprise Center (NEC)– Fort Detrick for Enhanced Baseline or Mission Funded services.
- Non-Army activities will reimburse Network Enterprise Center (NEC)– Fort Detrick for all services– Baseline, Enhanced Baseline and Mission-Funded.

To aid us with our ever changing environment we've updated this catalog to assist you, our customer, to ensure that you have the most current information on our services. It has been designed to provide the information you need to order new, change, replace, or terminate services. The charges reflected herein are based on months of research and development by a team of individuals selected from throughout the 7th Signal Command. These costs take into account local salaries and benefits and the local cost of material. This catalog will be reviewed and updated annually to reflect the most current services and costs.

After annually negotiating and signing a Service Level Agreement and revising a Support Agreement (DD Form 1144 when applicable) with the requesting customer, we will provide Enhanced Baseline and Mission-Funded services on a cost for service basis. The Support Agreement will include costs and applicable performance measures such as availability, response time, reliability, performance, and capacity. To initiate a request for any Network Enterprise Center-Fort Detrick service, please contact your Information Management Officer (IMO) whose responsibility it is to submit a Remedy work order. Using this procedure to initiate your request for service, enables us to allocate and assign resources resulting in better service to you. We look forward to working with you to provide the quality and quantity of services you deserve.

Frequently Asked Questions

What does IMO Stand for?

Information Management Officer

What does an IMO do?

DA Pam 25-1-1 Paragraph 6-5 General duties and functions of an IMO are to— (1) Monitor all com-mon-user C4/IT baseline service delivery and support provided by the NEC. (2) Identify, validate, and negotiate C4/IT above-baseline and mission-specific service delivery and support require-ments with the NEC, including usage sensitive services. (3) Implement and enforce IM/IT policies/procedures within their organization in coordination with their local NEC and appropriate infor-mation assurance management personnel. (4) Identify funding to the commander/director/ chief for C4/IT above-baseline and mission-specific service delivery and support requirements. (5) Act as the organization interface to the NEC for troubleshooting of IT equipment, software, or process failures.

Please provide the following points of contact for your organization:

ISA/SLA Contact(s), IMO, Command Positions (Deputy & CSM), and any budget/finance people that would work with us. We also require appointment orders for the IMO to keep on record.

Funding submitted to the NEC depends on whether or not you are on GFEBS (General Fund En-terprise Business System).If you are on GFEBS then you will need to contact Ella Skeeter Webster, (757) 878-9969, ella.l.skeeterwebster.civ@mail.mil in order to obtain a WBS number (Work Breakdown Structure) to submit funding through the GFEBS system.

If you need to submit a MIPR you can submit the MIPR to:

Address: Ft. Detrick Network Enterprise Center (NEC)
Attn: Budget Analyst 93rd Signal Brigade/S8, Fort Monroe, VA 23604
NEC POC for Budget: Ella Skeeter Webster, (757) 878-9969
ella.l.skeeterwebster.civ@mail.mil or
Michelle Vogt, (757) 878-9935, michelle.l.vogt2.civ@mail.mil

What should we include when submitting funding to the NEC?

Whether you are submitting funding in GFEBS or via MIPR please always include your DUNS#/ DODAAC and your ALC.

What is the NEC's DODAAC?

W5K9GS

Our MISSION

Command, control, and operate the Network Enterprise Center to provide cost-effective and high quality cyber services to our customers at Ft. Detrick and the Department of the Army. Provide enterprise services support through technology, infrastructure, tools and resources to support military, medical and other agencies' operations.

Our VISION

To become the Model of Excellence for multi-agency Information Management support within the Department of the Army. Accomplish this by providing our customers and ultimately the Soldier with state-of-the-art and cutting edge solutions to Information Management needs while maintaining a strong posture of Safety and Information Assurance based in the best practices of industry and the military.

Contact Us

AESD 24/7 Help Desk - 1-866-335-ARMY (2769) Option 3

Ft. Detrick 24/7 OP's Center - (855)307-4713

NEC Director -

Business Group - Bob Marx - 32008 or Robert.W.Marx4.civ@mail.mil

SLA POC - Richard Sarver - 3-7284 or richard.d.sarver.civ@mail.mil

Address: Network Enterprise Center
         1422 Sultan Drive
         Fort Detrick, MD 21702

Service 700.0

Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.

Tasks in the 700 Service Area range replace Service Area 19

700 Service Area Range - Automation

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.

Tasks in the 700 Service Area range replace Service Area 19

Service Task Number:	700.01.07.02
Service Name:	Mission Specific Data Storage Services
Description:	Maintain Storage Area Network (SAN) and Network Attached Storage (NAS) for mission specific requirements (e.g., team drives, home directories, workgroup shares) 100MB is baseline.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.01.07.02	Annual sustainment per GB	$5.00	$5.00

Prerequisites	Notes
• IMO Appointment Order • Remedy account for IMO • Remedy Work Order • Storage and backup availability	• Mission-specific data storage is allocated in increments of 1 giga-byte (GB). • Customer is billed for all storage allocated, even if all storage is not used. • All storage allocated to a customer is backed up and provided failover protection.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

700 Service Area Range - Automation

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.
Tasks in the 700 Service Area range replace Service Area 19

Service Task Number:	700.02
Service Name:	Database Administration Services
Description:	Develop, field, and support database applications.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.02.01.02.01	Microsoft SQL Applications - Dedicated Server	$1,334.00	$1,334.00
700.02.01.02.02	Microsoft SQL Applications - Shared Server	$1,087.00	$1,087.00
700.02.01.02.03	Oracle Applications—Dedicated Server	$2,501.00	$2,501.00

Prerequisites
• Information Management Officer (IMO) appointment order
• Remedy account for IMO
• Remedy work order

Notes
• Implementation and/or Annual Sustainment of this service are dependent upon the identification of requirements and development of a solution to meet those requirements.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

700 Service Area Range - Automation

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.
Tasks in the 700 Service Area range replace Service Area 19

Service Task Number:	700.03.06
Service Name:	Touch Labor Support
Description:	Provide local touch labor for troubleshooting and repair of mission related tasks.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.03.06.10.01	Desktop Support - Networked Devices	$171.00	$171.00
700.03.06.10.02	Desktop Support - Non-Networked Devices	$257.00	$257.00

Prerequisites	Notes
• Information Management Officer (IMO) appointment order • Remedy account for IMO • Remedy work order	• This is for mission related tasks. • Customer is responsible for the cost of parts and any costs associated with the shipment of parts.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

700 Service Area Range - Automation

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.
Tasks in the 700 Service Area range replace Service Area 19

Service Task Number:	700.04
Service Name:	Website and Webpage Development and Maintenance
Description:	Design, develop, and maintain static and dynamic web sites or portals using standard programming languages.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.04.02.01.01	Website and Web Portal Development and Implementation Cost (*SAMPLE)	$4,546.00	$4,546.00
700.04.02.01.02	Level 1 Website (per website)	$3,129.00	$3,129.00
700.04.02.01.03	Level 2 Website (per website)	$3,760.00	$3,760.00

Prerequisites

- Information Management Officer (IMO) appointment order
- Remedy account for IMO
- Remedy work order

Notes

- Implementation and/or Annual Sustainment of this service are dependent upon the identification of requirements and development of a solution to meet those requirements. *Sample cost is a guideline, actual charges will apply.
- Labor is charges at actual rates based on customer requirements.
- Storage is based on 700.01.07.02

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

700 Service Area Range - Automation

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.
Tasks in the 700 Service Area range replace Service Area 19

Service Task Number:	700.05
Service Name:	Mission Specific Server Administration and Hosting
Description:	Provide and install hardware, operating system, and software for mission specific servers. Server hosting is provided at levels as described below.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.05.02.01.00	Annual Sustainment Server Level 0	$0.00	$0.00
700.05.02.01.01	Annual Sustainment Server Level 1	$1,338.00	$1,338.00
700.05.02.01.02	Annual Sustainment Server Level 2	$3,688.00	$3,688.00
700.05.02.01.03	Annual Sustainment Server Level 3	$8,365.00	$8,365.00
700.05.02.01.04	Annual Sustainment Server Level 4	$9,470.00	$9,470.00

Prerequisites	Notes
• Information Management Officer (IMO) appointment order • Remedy account for IMO • Remedy work order	• Implementation of this service are dependent upon the identification of requirements and development of a solution to meet those requirements. Actual charges will apply. • **Please see the next page for Annual Sustainment Server Level definitions.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

Mission Specific Server Administration and Hosting Definitions

Level definitions are as follows:

- **Level 0** - An environmentally controlled facility to include raised floor space, appropriate electrical connections and base operations power, redundant UPS (dry cell, wet cell, diesel generator) designed to provide 100% power uptime and redundant air handling chillers. Physical security for the servers located in the NEC from the aspect of being in a locked and controlled facility.

- **Level 1** - All services as defined in Level 0. For Servers behind the Army Security Router (ASR) all necessary cabling, communications switch and firewall connectivity to connect server (s) to the network. Provide SANS connectivity if required. Limited troubleshooting consultation/escort support. Backup/restoration services provided by the customer activity.

- **Level 2** - All services as defined in Level 1. Backup management on a predefined schedule (including backup license and required backup tapes.) Back-up at off-site storage. Emergency restoration requests will be started by the NEC staff within six hours.

- **Level 3** - All services as defined in Level 2. Provide all vendor operating system updates as the releases become available and other COTS products by prior agreement. Connection to and use of all NEC's Storage Area Network (SAN) as per shared use server hosting description. All rack components, monitoring devices and infrastructure as required. Monitoring of server and event logs and reporting to mission partners POC on a regular basis.

- **Level 4** - All services as defined in Level 3. Servers are virtualized (images and roles are maintained).

700 Service Area Range - Automation

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.
Tasks in the 700 Service Area range replace Service Area 19

Service Task Number:	700.06.02.01
Service Name:	Provide Virtual Private Network (VPN) Tunneling
Description:	Install, configure, operate and maintain a VPN server capability for remote broadband network access from remote locations for point to point VPN tunnel.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.06.02.01	Configure, implement and maintain VPN's for remote connections.	$4,022.00	$4,022.00

Prerequisites
• Information Management Officer (IMO) appointment order
• Remedy account for IMO
• Remedy work order
• Government-owned laptop

Notes
• The cost above is only a reflection of the cost for tunnel sustainment. User account sustainment is now a baseline service.
• Implementation of this service are dependent upon the identification of requirements and development of a solution to meet those requirements. Actual charges will apply.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

700 Service Area Range - Automation

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.
Tasks in the 700 Service Area range replace Service Area 19

Service Task Number:	700.06.04.05
Service Name:	Manage CAN and LAN classified user expansion.
Description:	Provide services to Secret Internet Protocol Router Network (SIPRNET), including new account setup and printers. SIPRNET e-mail storage is limited to 250MB per user account. Additional mailbox storage is available on a pay for service basis in 250MB increments.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.06.04.05	Annual Extension Sustainment Cost (TACLANE & subnet)	$2,204.00	$2,204.00

Prerequisites	Notes
• Information Management Officer (IMO) appointment order • Remedy account for IMO • Remedy work order • Army Knowledge Online - Secret (AKO-S) email address	• Implementation of this service are dependent upon the identification of requirements and development of a solution to meet those requirements. Actual charges will apply. • Does not include the independent contract time and materials for the initial installation of a Protected Distribution System (PDS).

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

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Service 701.0

Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.01
Service Name:	Telephone and Data Infrastructure
Description:	Install, maintain, and repair analog, VOIP, and facsimile lines. Install, maintain, and repair standard analog telephones. Baseline services includes one (1) Move, Add or Change (MAC) for every ten (10) users per organization per FY. All MACs above this level are Enhanced Baseline and are reimbursable.
Service Type:	
Baseline/ Enhanced Baseline	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.01.01.01	Provide dial tone service (voice and data) on government property to connect to any location worldwide. (Does not include usage by customer).	$0.00	$120.00

Prerequisites
• Telephone Control Officer (TCO) appointment order
• Remedy Account for TCO
• Remedy work order

Notes
• This is an enhanced baseline service for Non-Army activities only.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
24x7 (less scheduled down time)	Not Defined	Meet 99.9% reliability	Not Defined	Not Defined	Not Defined

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.01
Service Name:	Telephone and Data Infrastructure
Description:	Install, maintain, and repair analog, VOIP, and facsimile lines. Install, maintain, and repair standard analog telephones. Baseline services includes one (1) Move, Add or Change (MAC) for every ten (10) users per organization per FY. All MACs above this level are Enhanced Baseline and are reimbursable.
Service Type:	
Baseline/ Enhanced Baseline	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.01.01.07.01	Telephone Add Analog, VOIP, and Facsimile	$77.00	$77.00
701.01.01.07.02	Telephone Move Analog, VOIP, and Facsimile	$35.00	$35.00
701.01.01.07.03	Telephone Change Analog, VOIP, and Facsimile	$35.00	$35.00
701.01.01.06	Provide VOIP Support	$0.00	$63.00
	Site Survey (as needed)	Actual	Actual

Prerequisites

- Telephone Control Officer (TCO) appointment order
- Remedy Account for TCO
- Remedy work order
- Network Enterprise Center (NEC) site survey, dependant upon location of work, size of job, and/or other special circumstances and will be determined during interview with customer.

Notes

- The site survey is valid for 60 days after completion. Failure to fund the service within these 60 days will require another site survey before the service can be implemented. Installation is dependent upon the requirement and development of a solution to meet that requirement, as determined by the site survey.
- "Move" is defined as the installation of a phone instrument to an existing outlet.
- "Add" is defined as the installation of a phone instrument to an existing outlet.
- "Change" is defined as a change in a telephone feature or the discontinuation of the phone service.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
24x7 (less scheduled down time)	MAC within 5 working days of request	Meet 98% reliability	MAC within 5 working days of request	1 per installation user	1 MAC per 10 users per org per FY

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.01.08.01
Service Name:	Voice Messaging System
Description:	Provide voice messaging transmission, reception, and voice message storage 24 hours per day except for periodic maintenance downtime, accessible anywhere anytime.
Service Type:	
Baseline/ Enhanced Baseline	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
700.01.08.01	Provide voice mail box service	$0.00	$34.00

Prerequisites	Notes
• Telephone Control Officer (TCO) appointment order • Remedy Account for TCO • Remedy work order	• This is an enhanced baseline service for Non-Army activities only.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
24x7 (less scheduled down time)	Within 5 working days of request	Meet 98% reliability	Within 5 working days of request	1 per installation user	Not Defined

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.01.09.01
Service Name:	Integrated Voice Messaging System (IVMS) / Call Management System
Description:	Provide voice messaging transmission, reception, and voice message storage 24 hours-per-day except for periodic maintenance downtime, accessible anywhere and anytime. Each IVMS shall be interoperable with DSN.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.01.09.01	Enhanced Voice Mail (IVMS)	$10.00	$10.00

Prerequisites	Notes
• Telephone Control Officer (TCO) appointment order • Remedy Account for TCO • Remedy work order	

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.10
Service Name:	Installation Infrastructure
Description:	Expansion of network (data, voice, video) infrastructure is a mission funded service (examples of network expansion include, but are not limited to additional outside cable plant, network switch port expansion, mission network transport).
Service Type:	
Baseline/Enhanced Baseline	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.01.10.01	Network access for non-Army customers (per IP)	$0.00	$264.00

Prerequisites	Notes
• Telephone Control Officer (TCO) appointment order • Remedy Account for TCO • Remedy work order	• This is an enhanced baseline service for Non-Army activities only.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
24x7 (less scheduled down time)	Not defined	Meet 98% reliability	Not Defined	Not Defined	Not Defined

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.10
Service Name:	Installation Infrastructure
Description:	Expansion of network (data, voice, video) infrastructure is a mission funded service (examples of network expansion include, but are not limited to additional outside cable plant, network switch port expansion, mission network transport).
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.01.10.03	Installation and maintenance services for mission-specific requirements.	Actual Charges Apply	Actual Charges Apply

Prerequisites

- Telephone Control Officer (TCO) appointment order
- Remedy Account for TCO
- Remedy work order
- Network Enterprise Center (NEC) site survey, dependant upon location of work, size of job, and/ or other special circumstances and will be determined during interview with customer.

Notes

- The site survey is valid for 60 days after completion. Failure to fund the service within these 60 days will require another site survey before the service can be implemented. Installation is dependent upon the requirement and development of a solution to meet that requirement, as determined by the site survey.
- Material costs and labor requirements are the responsibility of the customer.
- The NEC does not install single line wall jacks (drops).
- Installation of a LAN switch involves labor plus the cost of the switch.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.01.13
Service Name:	Integrated Services Digital Network (ISDN) Circuit
Description:	Provide ISDN or T1 for Video Teleconference (VTC) or Secure Terminal Equipment (STE). Refers to T1 (Primary Rate Interface (PRI)), requires infra-structure survey, ISDN (Basic Rate Interface (BRI)), does not require survey.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.01.13.01.01	Implementation Cost BRI Service (per Circuit)	$313.00	$313.00
701.01.13.01.02	Implementation Cost PRI Service (per Circuit)	$3,931.00	$3,931.00
701.01.13.01.03	Annual Sustainment BRI (per circuit/per FY)	$49.00	$49.00
701.01.13.01.04	Annual Sustainment PRI (per circuit/per FY)	$2,104.00	$2,104.00
701.01.13.01.05	BRI/PRI Move/Add/Change (per MAC)	$170.00	$170.00

Prerequisites

- Telephone Control Officer (TCO) appointment order
- Remedy Account for TCO
- Remedy work order
- Network Enterprise Center (NEC) site survey, dependant upon location of work, size of job, and/or other special circumstances and will be determined during interview with customer.
- General Defense Intelligence Community (GDIC) approved VTC equipment or STE

Notes

- ADD is defined as the installation of the lines required for PRI/BRI service to the end user. End user is responsible for all required hardware costs.
- CHANGE is defined as the programming that controls the aspects of a feature or service. The discontinuation of a service at its present location is included as a change in change in service.
- The relocation of equipment which will terminate at a service location (wiring closet or frame) different than the original location will require a CHANGE to discontinue service at the original location AND an ADD to install the equipment at the new location.
- MOVE is defined as the relocation of equipment from one location to another within the same wiring closet or frame.
- Implementation charges are due prior to installation.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.01.14
Service Name:	Toll Free Service
Description:	Subscription to toll free service (e.g., via FTS) 800, 888, 877, etc. Annual review and revalidation of assigned inbound toll-free numbers.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.01.14.00	Subscribe to toll free service (Implementation)	Actual Charges Apply	Actual Charges Apply
701.01.14.01	Subscribe to toll free service (Sustainment)	$14.00	$14.00
701.01.14.02	Toll free usage costs	Actual Charges Apply	Actual Charges Apply

Prerequisites

- Telephone Control Officer (TCO) appointment order
- Remedy Account for TCO
- Remedy work order
- Primary and alternate points of contact
- The phone number the service will terminate (ring) on
- Mailing address of phone location

Notes

- A dedicated toll-free service means a dedicated line from the long distance vendor directly to the terminating number at the organization.
- A switched toll-free service means the switch will seek out the most cost effective means of delivery.
- Implementation charges are due prior to installation.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

701 Service Area Range - Communications

Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.

Tasks in the 701 Service Area Range replace Service Area 15

Service Task Number:	701.09
Service Name:	Mission Specific Dedicated Circuits
Description:	Design, install and maintain required circuits for fire and intrusion alarms and other safety/security systems.
Service Type:	
Mission Funded	

Ft. Detrick Services	Service	Army Customer Cost	Non- Army Customer Cost
701.09.01.03	Provide commercial subscriber lines and transport channels (e.g. , Off Premise Extensions, Foreign Exchanges, Telecommuting).	$444.00	$444.00

Prerequisites
• Telephone Control Officer (TCO) appointment order
• Remedy Account for TCO
• Remedy work order

Notes
• Implementation this service are dependent upon the identification of requirements and development of a solution to meet those requirements. Actual charges will apply.
• Material costs fluctuate with market prices.

C4IM Performance Standards

Availability	Estimated Delivery	Reliability	Performance	Capacity	Workload
Not Defined	Not Defined	Not Defined	Not Defined	Not Defined	Not Defined

Acronym List

Acronym	Definition	Acronym	Definition
BPA	Blanket Purchase Agreement	MAC	Move, Add, Change
BRI	Basic Rate Interface	MDF	Main Distribution Frame
C4IM	Command, Control, Communications, Computers, and Information Management	MIPR	Military Interdepartmental Purchase Request
CAN	Campus Area Network	NAS	Network Attached Storage
CDR	Call Detail Recording	NEC	Network Enterprise Center
CO	Central Office	NIPRNET	Non-Classified Internet Protocol Router Network
DA	Department of Army	PDA	Personal Digital Assistants
DIACAP	DoD Information Assurance Certification and Accreditation Process	ONS	Operational Needs Statement
DISA	Defense Information Systems Agency	OPLAN	Operation Plan
DTMF	Dual Tone Multi-Frequency	PRI	Primary Rate Interface
FTS	Federal Telecommunications Service	SAN	Storage Area Network
GDIC	General Defense Intelligence Community	SIM	Subscriber identification module
I3MP	Installation Information Infrastructure Modernization Program	SIPRNET	Secret Internet Protocol Router Network
IA	Information Assurance	SLA	Service Level Agreement
IAD	Integrated Access Device	SNMP	Simple Network Management Protocol
IMO	Information Management Officer	STE	Secure Telephone Equipment
INMARSAT	International Maritime Satellite	TS/SCI	Top Secret / Sensitive Compartmented Information
ISDN	Integrated Switched Digital Networking	VoIP	Voice over Internet Protocol
IVMS	Integrated Voice Messaging System	VoSIP	Voice over Secure Internet Protocol
JITC	Joint Interoperability Test Command	VPN	Virtual Private Network
LAN	Local Area Network	VTC	Video Teleconference
		WAN	Wide Area Network

	C4IM Task Description	Quantity	Rate	Unit of Measure	Cost
Service 701.0 - Communications Systems and System Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.
Primary Service Category (PSC) 701.1 - Telephone and Data Infrastructure - Provide cable infrastructure, premise equipment, telephone service, (except customer required calling features and modernization programs). Includes touch labor support for this PSC.
Function - 701.01.01 - Telephone
701.01.01.01	Dial Tone Analog, VoiP, and Facsimile (Per Number/Per Year) Non-Army Customers Only		$120.00	Per Line	$0.00
701.01.01.07.01	Telephone Add Analog, VOIP, and Facsimile		$77.00	Per line	$0.00
701.01.01.07.02	Telephone Move Analog, VOIP, and Facsimile		$35.00	Per line	$0.00
701.01.01.07.03	Telephone Change Analog, VOIP, and Facsimile		$35.00	Per Line	$0.00
701.01.01.06	Provide VOIP Support		$63.00	Per line	$0.00
Function - 701.01.08 - Voice Mail Box
701.01.08.01	Voice messaging System		$34.00	Per voicemail account	$0.00
Function - 701.01.09 - Integrated Voice Messaging System (IVMS) / Call Management System
701.01.09.01	Integrated Voice Messaging System (IVMS) / Call Management System		$10.00	Per Telephone Line	$0.00
Function - 701.1.10 - Installation Infrastructure
701.01.10.01	Provide network access for non-Army customers (Includes connection, maintenance, & network scanning)		$264.00	Per IP	$0.00
701.01.10.03	Installation and maintenance services for mission-specific requirements.		Actual	See Notes	$0.00
Function - 701.01.13 - Integrated Services Digital Network (ISDN)
701.01.13.01.01	Implementation Cost BRI Service		$313.00	Per circuit	$0.00
701.01.13.01.02	Implementation Cost PRI Service		$3,931.00	Per circuit	$0.00
701.01.13.01.03	Annual Sustainment BRI (per circuit/per FY)		$49.00	Per circuit	$0.00
701.01.13.01.04	Annual Sustainment PRI (per circuit/per FY)		$2,107.00	Per circuit	$0.00
701.01.13.01.05	BRI/PRI Move/Add/Change (per MAC)		$170.00	Per MAC	$0.00
Function - 701.01.14 - Toll Free Service
701.01.14.00	Subscribe to toll free service (e.g., via FTS) 800, 888, 877, etc. Performs an annual review and revalidation of assigned inbound toll-free numbers. *This is a SAMPLE cost, actual charges will apply		Actual	Per request	$0.00
701.01.14.01	Subscribe to toll free service (e.g., via FTS) 800, 888, 877, etc. Performs an annual review and revalidation of assigned inbound toll-free numbers.		$14.00	Per Account	$0.00
701.01.14.02	Toll free usage costs (see notes)		Actual	Actual Charges	$0.00
Primary Service Category (PSC) 701.9 - Fire, Safety, Security, and Other Circuits - Design, install and maintain required circuits for fire and intrusion alarms and other safety/security systems. Includes touch labor for this PSC.
Function - 701.09.01 - Safety/Security/Other Circuits
701.09.01.03	Provide commercial subscriber lines and transport channels (e.g. Off Premise Extensions, Foreign Exchanges, Telecommuting)		$444.00	Per line/channel	$0.00

Service 700.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development .				
Primary Service Category (PSC) 700.01 - Mail Messaging/Collaboration (E-mail/DMS) and Storage Services - Provide electronic messaging and directory support and electronic messaging application system development and maintenance support. Provide administration of common-user storage. Includes touch labor support for this PSC.				
Function - 700.01.07 - Storage Services				
700.01.07.02	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares)	$5.00	Per GB data storage	$0.00
Primary Service Category (PSC) 700.02 - Database Administration Services - Provide database, master file, and data warehouse support, and administration and support for standard database software.				
Function - 700.02.01 - Administration and Maintenance				
700.02.01.02.01	Database Administration and Maintenance (Microsoft SQL Dedicated Server)	$1,334.00	Per supported application	$0.00
700.02.01.02.02	Database Administration and Maintenance (Microsoft SQL Shared Server)	$1,087.00	Per supported application	$0.00
700.02.01.02.03	Database Administration and Maintenance (Oracle Dedicated Server)	$2,501.00	Per supported application	$0.00
Primary Service Category (PSC) 700.03 - Desktop/ Software/Peripheral Support Services - Provide desktop, software, and peripheral support, release management, and password management. Includes touch labor for this PSC.				
Function - 700.3.6 - Touch Labor Support				
700.03.06.10.01	Mission Specific Desktop Support. NETWORKED Devices	$171.00	Per Device	$0.00
700.03.06.10.02	Mission Specific Desktop Support. NON-NETWORKED Devices	$257.00	Per Device	$0.00
Primary Service Category (PSC) 700.4 - Web Support Services - Provide web hosting operations and management services. Operate and maintain web proxy servers.				
Function - 700.04.02 - Web Site and Web Page Development and Maintenance				
700.04.02.01.01	Web Site and Web Portal Development and Implementation Cost *This is a SAMPLE cost, actual charges will apply	$4,546.00	Per website	$0.00
700.04.02.01.02	Level 1 Annual Web Site or Portal Sustainment Cost	$3,129.00	Per Website	$0.00
700.04.02.01.03	Level 2 Annual Web Site or Portal Sustainment Cost	$3,760.00	Per Website	$0.00
Primary Service Category (PSC) 700.5 - File, Print & Mission Server Support Services - Provide hardware and software support to any type of common-user server (e.g., application, file, print, thin client). Includes touch labor for this PSC.				
Function - 700.05.02 - Mission-Specific Server Administration				
700.05.02.01.00	Annual Sustainment Server Level 0	$0.00	Per Server	$0.00
700.05.02.01.01	Annual Sustainment Server Level 1	$1,338.00	Per Server	$0.00
700.05.02.01.02	Annual Sustainment Server Level 2	$3,688.00	Per Server	$0.00
700.05.02.01.03	Annual Sustainment Server Level 3	$8,365.00	Per Server	$0.00
700.05.02.01.04	Annual Sustainment Server Level 4	$9,470.00	Per Server	$0.00
Primary Service Category (PSC) 700.6 - Management of Data Network Services - Provide management of various types of Local Area Network (LAN) and Campus Area Network (CAN); Provide management of Wide Area Network (WAN) connectivity to include supporting the automated systems linked to the network; manage local dial-in server and access.				
Function - 700.6.2 - Virtual Private Network (VPN)				
700.06.02.01	Configure, implement and maintain VPNs for remote connections.	$4,022.00	Per Tunnel	$0.00
Function - 700.06.04 - Local Area Network (LAN) and Campus Area Network (CAN)				
700.06.04.05	Annual Extension Sustainment Cost (TACLANE & subnet)	$2,204.00	Per extension	$0.00
Ft. Detrick NEC Specific Services				
99.1	Special Requirements (see notes)	Actual	Per Requirement	$0.00
99.2	Provide Ad Hoc Subject Matter Experts	Actual	Actual Charges	$0.00
Notes:				